

The Whale Foundation Hotline Q & A
(Why Haven't You Called?)
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Q: What happens when you call the Whale Foundation Hotline toll free at 1-866-773-0773?

A: You will reach a confidential message machine or a trained triage specialist. This person will answer your questions, determine who will best be able to assist you and schedule an initial appointment.

Q: If I leave a message on the Whale Foundation Hotline, how soon will the triage person return my call?

A: We answer our calls within 24 hours. We know leaving a message may be hard but PLEASE do it so we can back to you as soon as possible.

Q: Does the Whale Foundation only have specialists in the mental health field?

A: That is not the case at all. The Whale Foundation has professionals in the physical health field, from massage and physical therapists to a variety of medical specialists who may assist you. We are currently working on refining and expanding into the career transition counseling and financial planning.

Q: Do I have to pay for the services provided through the Whale Foundation?

A: We ask that each person pay what they can. Many of our providers will work with you on an individual basis.

Q: Who will know that I have called the Whale Foundation?

A: No one except the intake counselor and the persons providing service. The service portion is entirely separate from the Whale Foundation.

Q: What if the Whale Foundation doesn't have a provider who can help me?

A: We have many professionals who are providers. This situation probably will not happen. If it does, we will endeavor to help you find an appropriate source of help.

Q: Can you just give me a list of providers so I can contact them directly?

A: No. The list of providers is confidential and the Whale Foundation needs to keep it that way. Please use the procedures herein to obtain services through the Whale Foundation. The professionals that are supporting the guiding community are working in conjunction with the Whale Foundation. You have to talk to the Whale Foundation first, this way we can match you with the service provider that meets your needs the best!

We ask that all of you that are in need please call the hotline at 1-866-773-0773. So far this year we have had the opportunity to serve over fourteen individuals. If you need help, please call the hotline. That is what we are here for!